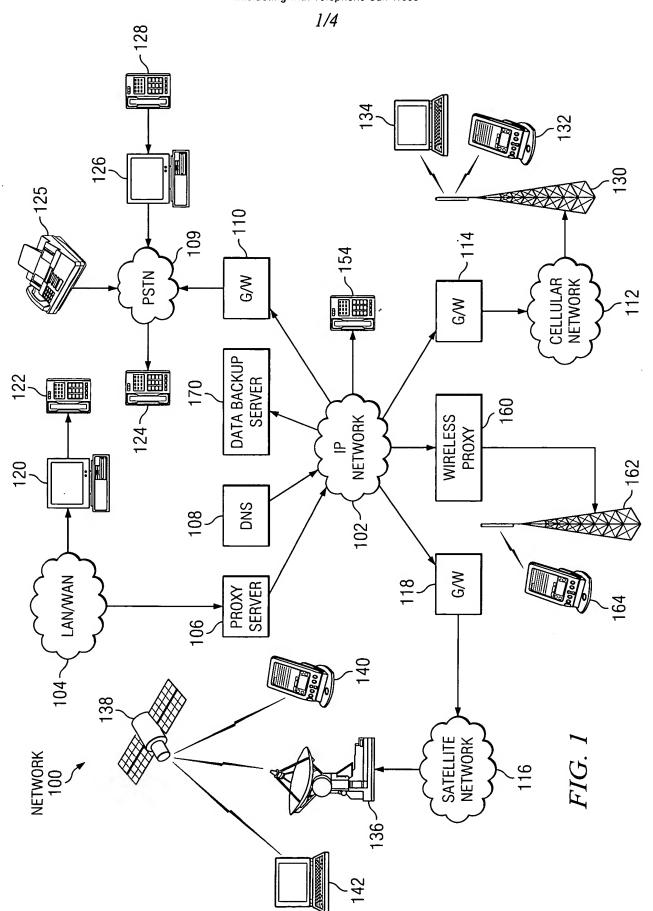
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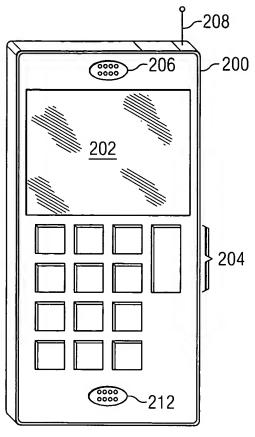
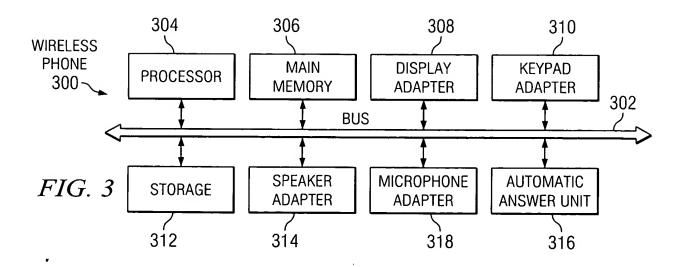
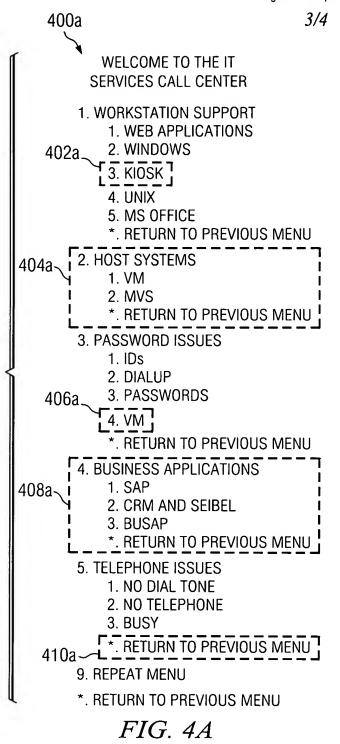


FIG. 2



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WELCOME TO THE IT SERVICES CALL CENTER

- 1. WORKSTATION SUPPORT
 - 1. WEB APPLICATIONS
 - 2. WINDOWS
 - 4. UNIX
 - 5. MS OFFICE
 - *. RETURN TO PREVIOUS MENU

400b

- 3. PASSWORD ISSUES
 - 1. IDs
 - 2. DIALUP
 - 3. PASSWORDS
 - *. RETURN TO PREVIOUS MENU
- 5. TELEPHONE ISSUES
 - 1. NO DIAL TONE
 - 2. NO TELEPHONE
 - 3. BUSY
- 9. REPEAT MENU
- *. RETURN TO PREVIOUS MENU

FIG. 4B

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